

## Anapi Privacy Policy

We are Anapi Pte Ltd (“Anapi”, “Company”, “we”, “us”, “our”) respect your privacy. This Privacy Policy (“Policy”) explains the privacy practices for the Anapi Hub (“Hub”). It also describes the rights and options available to you with respect to your information.

This policy is combined with our User Agreement (the “Terms”) and is part of them.

### PERSONAL INFORMATION WE PROCESS

**Initial Account Sign-up Information.** To sign up to and create a user account on Anapi, we collect your email address.

**Support Information.** When you contact us for technical and customer support requests, we collect the information included in your request and in the follow up interactions we have with you.

**Survey Information.** We may from time to time invite you to participate in surveys about your experience using the Hub. If you agree to participate in a survey, we collect the information included in your answers to the survey.

**Device Information.** We collect information about your Device, including its model, operating system, browser you use, its version and language preference, mobile network information and the Internet Protocol (IP) address through which you accessed the Hub.

**Analytics Information.** We use third party tools to automatically record and collect analytics information about your use of the Hub, including your session durations, the content you access on the Hub, your interactions and user-interface clicks, the frequency and scope of your use on the Hub.

The overall personal information outlined above will be referred to as the “Information” or “Personal Information”.

### HOW WE PROCESS AND USE PERSONAL INFORMATION

We process your Initial Sign-up Information, Back-up Email Information and Transaction Information to operate the Hub and provide you with its features and functionality.

We process your Initial Account Sign-up Information, Transaction Information and Analytics Information, to send you administrative notifications relating to the Hub as well as promotional updates relating to the Hub (“Promotional Communications”).

**Opt Out.** You may also ‘opt-out’ of using your information for Promotional Communications at any time by sending an email to our support service at: [team@anapi.co](mailto:team@anapi.co). By doing so, we will only delete your Information from our mailing list, while we will continue to process your Information submitted to us which is necessary to provide you with our services.

We process your Analytics Information to understand how users interact with the Hub so that we can further develop and enhance Anapi.

We process your Initial Account Sign-up Information, Analytics Information and Support Information to provide you technical or customer support in response to inquiries on these topics.

We process your Initial account Sign-up information to contact you, from time to time, and invite you to participate in surveys about your experience using the Hub. If you agree to participate in a survey, we use your answers to further enhance and develop the Hub, or as otherwise explained in each particular survey.

## **WHEN AND HOW YOUR PERSONAL INFORMATION IS SHARED WITH OTHERS**

We will not share your Information with third-parties, except in the events listed below or when you provide us your explicit and informed consent.

We will share your Information with our service providers who assist us with the internal operations of the Hub. These companies are authorised to use your personal information only as necessary to provide these services to us and not for their own promotional purposes. We do not sell your personal information to third parties.

## **SECURITY AND INFORMATION RETENTION**

You warrant that you have obtained all necessary consents from any third parties for the Hub to disclose any personal data belonging to such third parties as well as for the onward disclosure or processing of such third party personal data by the Hub.

We retain personal Information for the duration needed to support our ordinary business activities operating the Hub. Thereafter, we will continue to retain any personal information as necessary to comply with our legal obligations, resolve disputes, establish and defend legal claims and enforce our User Agreement.

We implement measures to reduce the risks of damage, loss of information and unauthorised access or use of information. However, these measures do not provide absolute information security. Therefore, although efforts are made to secure your personal information, it is not guaranteed, and you cannot expect that the Service will be immune from information security risks.

## **CHANGES TO THE PRIVACY POLICY**

From time to time, we may change this Policy, in which case we will inform you of the updated Policy by emailing you.

## CONTACT US

At any time, you may contact our Data Protection Officer with any question, request, comment or complaint you may have with respect to Anapi or this Policy at [team@anapi.co](mailto:team@anapi.co).